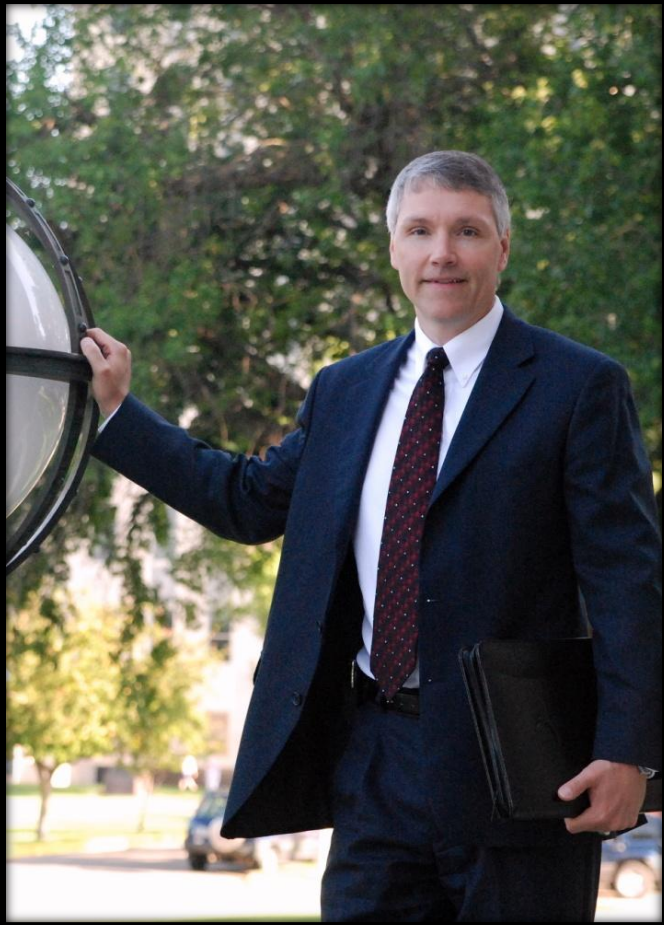# Presentation to the IT Directional Meeting

Wednesday, November 18, 2009
Pioneer Room, State Capitol
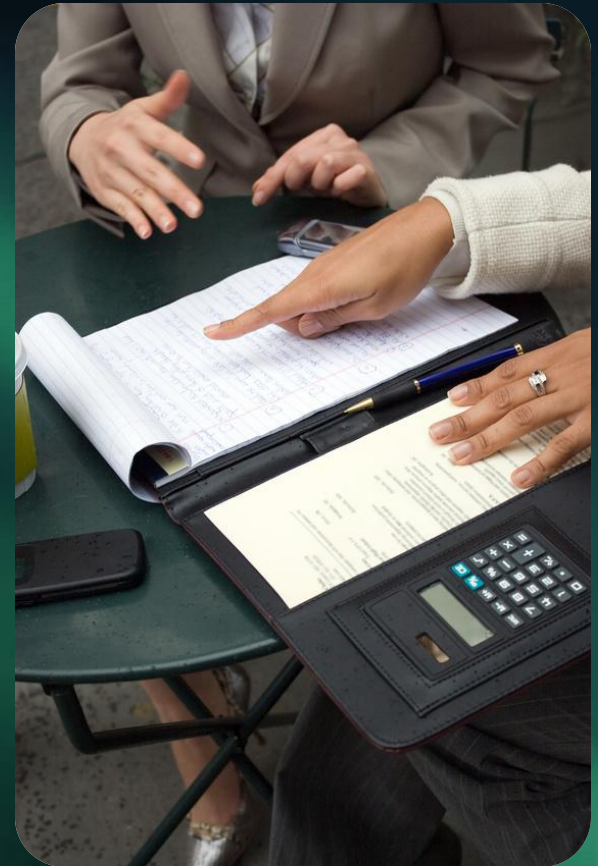
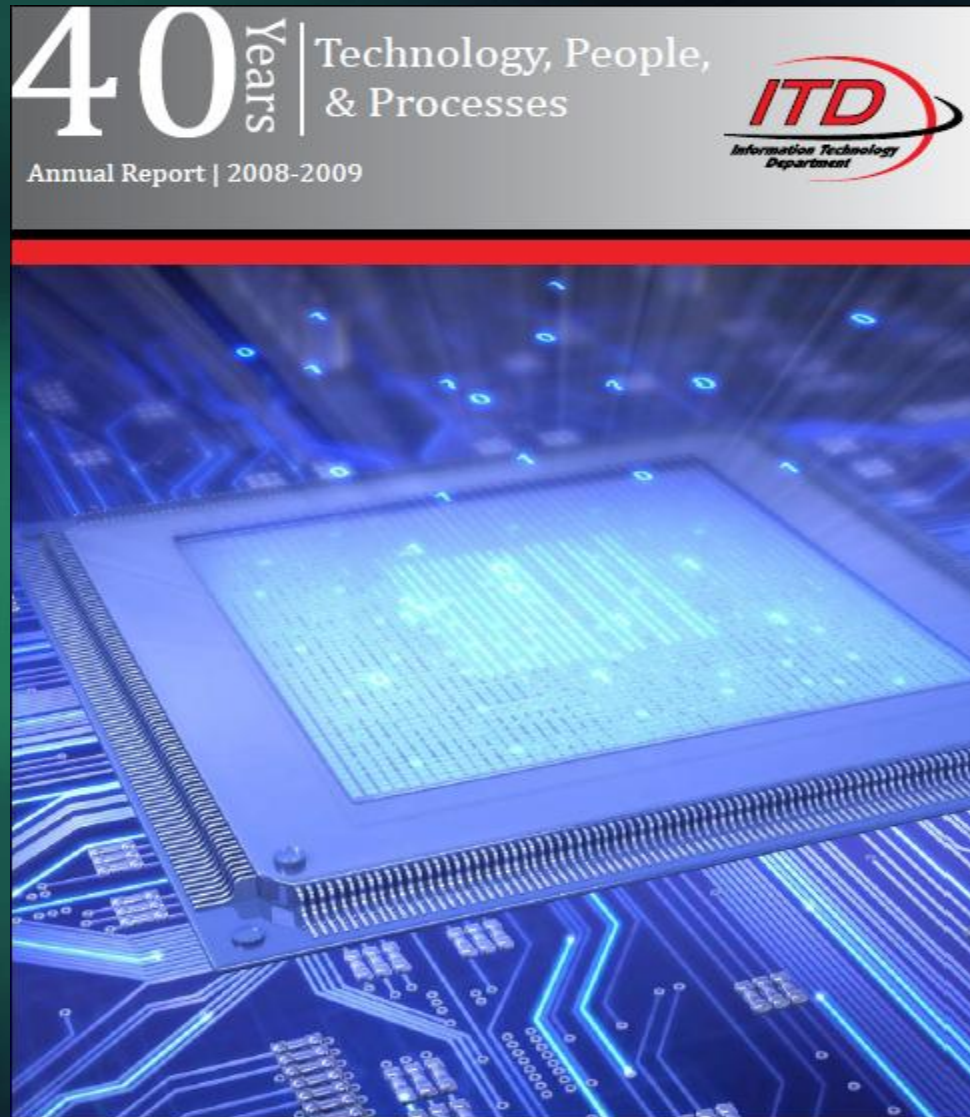**WELCOME**

Mike Ressler
Deputy CIO & Director of ITD

Agenda

- EPMO Service Rates (Mike Ressler)
- ITD Annual Report (Mike Ressler)
- 2011-13 IT Planning process (Jeff Swank)
- Software Development Realignment (Marlys Axtman)
- Accessibility Testing Tool (Marlys Axtman)
- IVR Development Strategy (Marlys Axtman)
- EDMS Updates (Marlys Axtman/Gary Vetter)
- Password Reset Process (Gary Vetter)
- Enterprise Service Level Agreements (Gary Vetter)
- Customer Survey (Gary Vetter)
- Windows 7 ITD Pilot Project Report (Dean Glatt)
- Server Virtualization (Dean Glatt)
- Network Refresh Update (Duane Schell)
- VPN Service Update (Duane Schell)
- Long Distance Update (Duane Schell)
- Broadband Rate Changes (Dan Sipes)
- Load Testing Rate Changes (Dan Sipes)
- Security Audit Update (Dan Sipes)
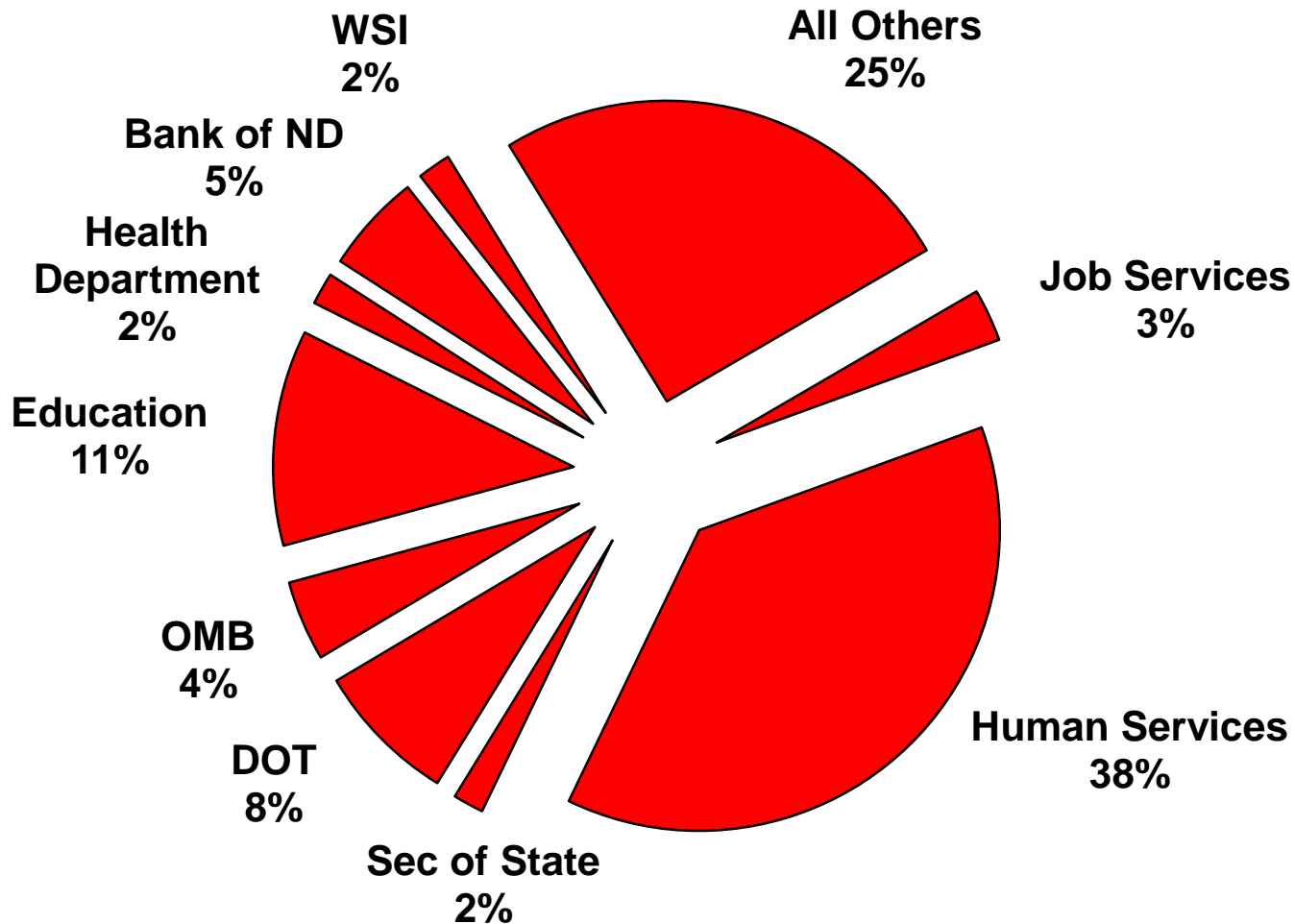- Antivirus Versions (Dan Sipes)

ITD 2008-09 Annual Report

40 Years | Technology, People, & Processes

Annual Report | 2008-2009

ITD
Information Technology Department

ITD Revenue By Department
Fiscal Year 2009
Total Billing: $46,460,814

- WSI 2%
- All Others 25%
- Bank of ND 5%
- Health Department 2%
- Job Services 3%
- Education 11%
- OMB 4%
- DOT 8%
- Human Services 38%
- Sec of State 2%

ITD Revenue By Service
Fiscal Year 2009
Total Billing: $46,460,814

Other
2%

Software
Development
22%

Direct Bill Back
23%

Computer
Hosting
30%

Telephone
9%

Network
14%
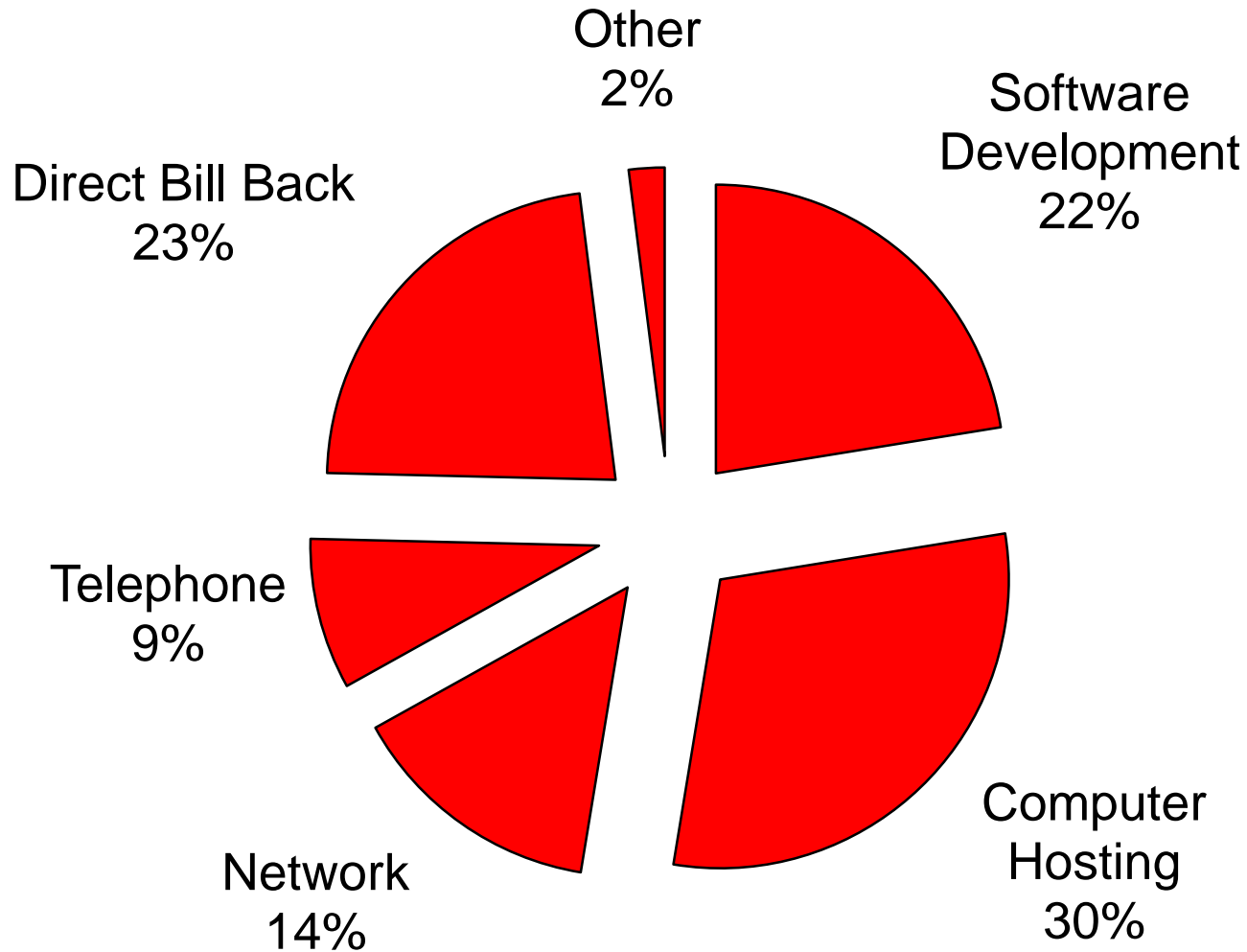
ITD Performance Measures
Customer Satisfaction

INDEXES	% SATISFIED or VERY SATISFIED			TARGET
	2007	**2008**	**2009**	
VALUE	**87.3 %**	**86.9 %**	**83.9 %**	**92 %**
TIMELINESS	**87.4 %**	**86.9 %**	**92.2 %**	**97 %**
QUALITY	**95.5 %**	**93.0 %**	**95.3 %**	**97 %**
KNOWLEDGE	**94.8 %**	**97.0 %**	**96.8 %**	**98 %**
PROFESSIONALISM	**97.1 %**	**99.0 %**	**100.0 %**	**100 %**

ITD Incident Survey

July 1, 2008 through June 30, 2009

Overall Experience
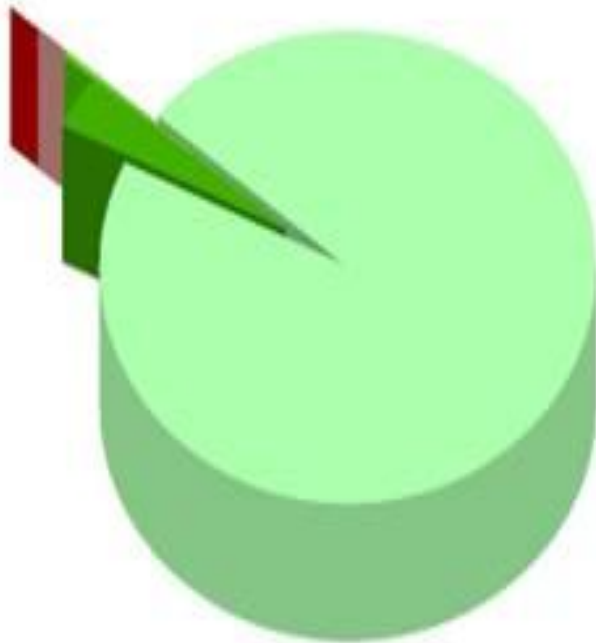
Assumed Very Satisfied	30425	96.2%
Very Satisfied	1114	3.5%
Satisfied	59	0.2%
Dissatisfied	23	0.1%
Very Dissatisfied	18	0.1%
Total:	31639	100.0%

Positive Feedback...	31,598	99.9%
Negative Feedback...	41	0.1%
Total:	31,639	100.0%

ITD Service Rates Comparison

Services	ITD	South Dakota	Montana	Minnesota
Average Mainframe CPU	$ 1.18	$ 1.59	$ 2.29	Multiple
Technology Fee	$ 43.50	$ 39.00	$ 90.50	$ 35.00
Access Fee	$ .00	$ 66.00	$ .00	$ 99.00
Telephone Line	$ 24.00	$ 13.00 +	$ 14.00 +	$ 54.00
Long Distance	$ .075	$ .085	$ .105	$ .135
800 Service	$ .07	$ .09	$ .10	$ .049

ITD 2009-11 EPMO Service Rates

ITD EPMO Service Rates

<u>One Time</u> Fee will be charged to IT Projects Appropriated in the 2009-11 Biennium:

Total Project Cost

$ 250,000 to $ 500,000	=	$ 2,500
$ 500,001 to $ 2,000,000	=	$ 7,500
$ 2,000,001 to $ 5,000,000	=	$ 15,000
Above $ 5,000,000	=	$ 25,000

Jeff Swank
IT Policy & Planning Division

2011-13 IT Planning Process

- NEW due date – August 15th 2010
- NEW process – document based vs. BARS IT entry
  - Operations & Proposed Projects
- NEW service offering – extended planning engagement
- Reminder – IT Plan should be driven by Business Plan
- State Technology Goals are being developed
- IT Planning briefing – February 2010
- Agency meetings – March – April 2010

Marlys Axtman, Director
Software Development Division

Software Development Realignment

- Software Development Manager

- E-Team - Team Leader
  - Shawn Meier Effective December 1st
    - Email – smeier@nd.gov
    - Phone – 328-3432

- Restructure of Software Development DHS Teams

Accessibility Testing Tool

- ITD's Accessibility Testing Tool Replacement

  - ADA Compliance
    - State Statute
    - No Longer an Enterprise Architecture Standard
    - Still Industry Best Practices

  - IBM Purchased Watchfire (Bobby Tool)
    - Good Time to Consider a Replacement

Accessibility Testing Tool - Cont.

- ITD's Accessibility Testing Tool Replacement

  - Evaluated Four Tools
  - Selected "Compliance Sheriff" by HiSoftware
  - Working on Establishing ADA Validation Service
  - Implementation Estimated to be in the December Time Frame

IVR Development Strategy

- Outsourcing IVR Development

- Vendor Pool
  - Cross Agency Team
  - Contact Chris Sitter by November 26th
    - Email – csitter@nd.gov
    - Phone # 328-2192

EDMS Updates

- EDMS Team Structure

EDMS CROSS FUNCTIONAL TEAM

Administrative Services → Becky L.
Customer Services → Gary V.
ITD Architects
Software Development → Della T.
Computer Systems → Kory H.

Becky L. → Records Managers, EDMS Template, Forms Design
Gary V.
Della T. → Shawn M.
Shawn M. → Ronnie G.
Kory H. → Ronnie G.
Shawn M. → EDMS Developers, Other E-Team Members, EDMS System Admins.
EDMS Architect Chuck P.
Ronnie G. → EDMS System Admins.
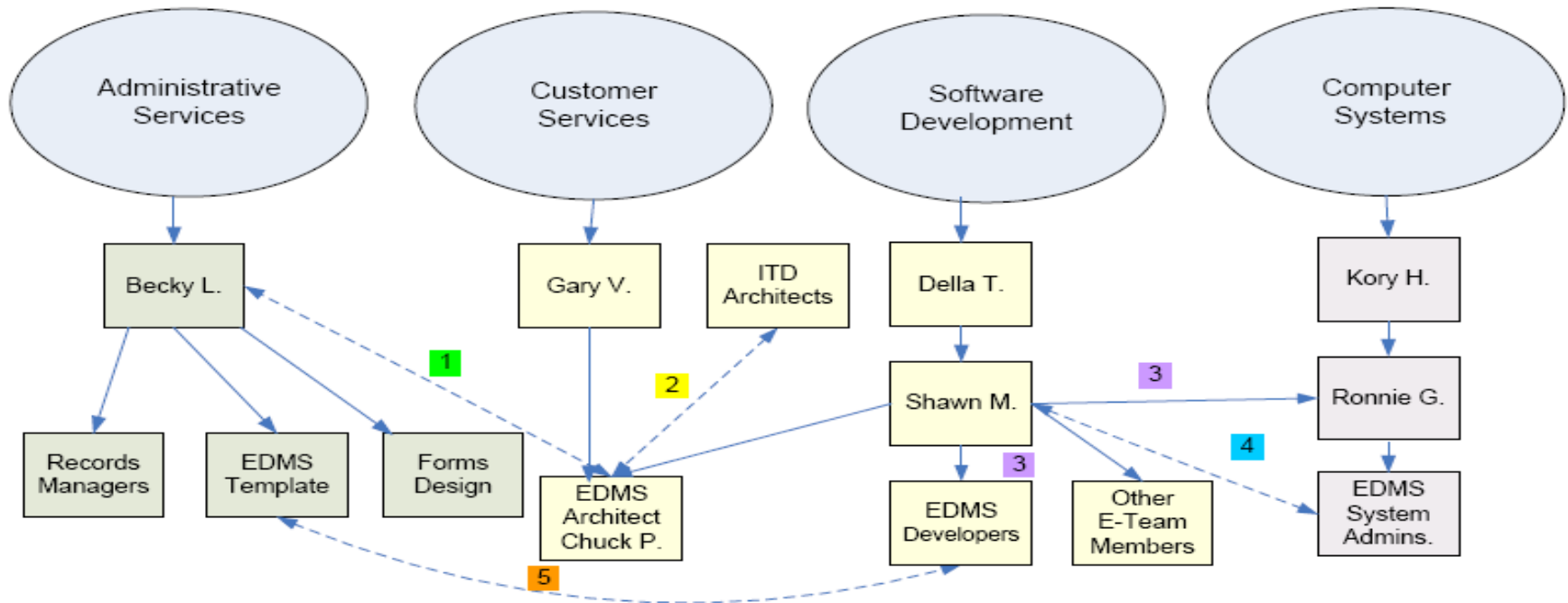
1 Resource for:
- Records Management Input on Analysis Documentation Review
- Records Management Consultation

2 Resource for:
- Enterprise Architecture Discussions

3 EDMS Assignments

4 EDMS Work Oversight/Monitoring

5 Collaboration on Form Design

EDMS Architect Roles
- EDMS Design Advisor
- Vendor Relationships
- Customer Relationships
- EDMS Technology Expert
- EA
  *Domain Team
  *Architecture Team
- Project Management/Performance Management
- Chargeable Resource
- Research

EDMS Updates – Cont.

- FileNet 4.5
    - IBM On Demand
    - Ongoing Research
- Teleform and Liquid Office Upgrades
- PeopleSoft to FileNet Connector
- EA Document Management Domain Team
- EDMS User Group Meeting on December 4

Gary Vetter, Director

Customer Services Division

Password Reset Process

- Password *resets* require Challenge Question verification

- New call-back process added to verify forms submitted by mail or fax

- Recommend completing form during new employee orientation

Enterprise Service Level Agreements

Gartner
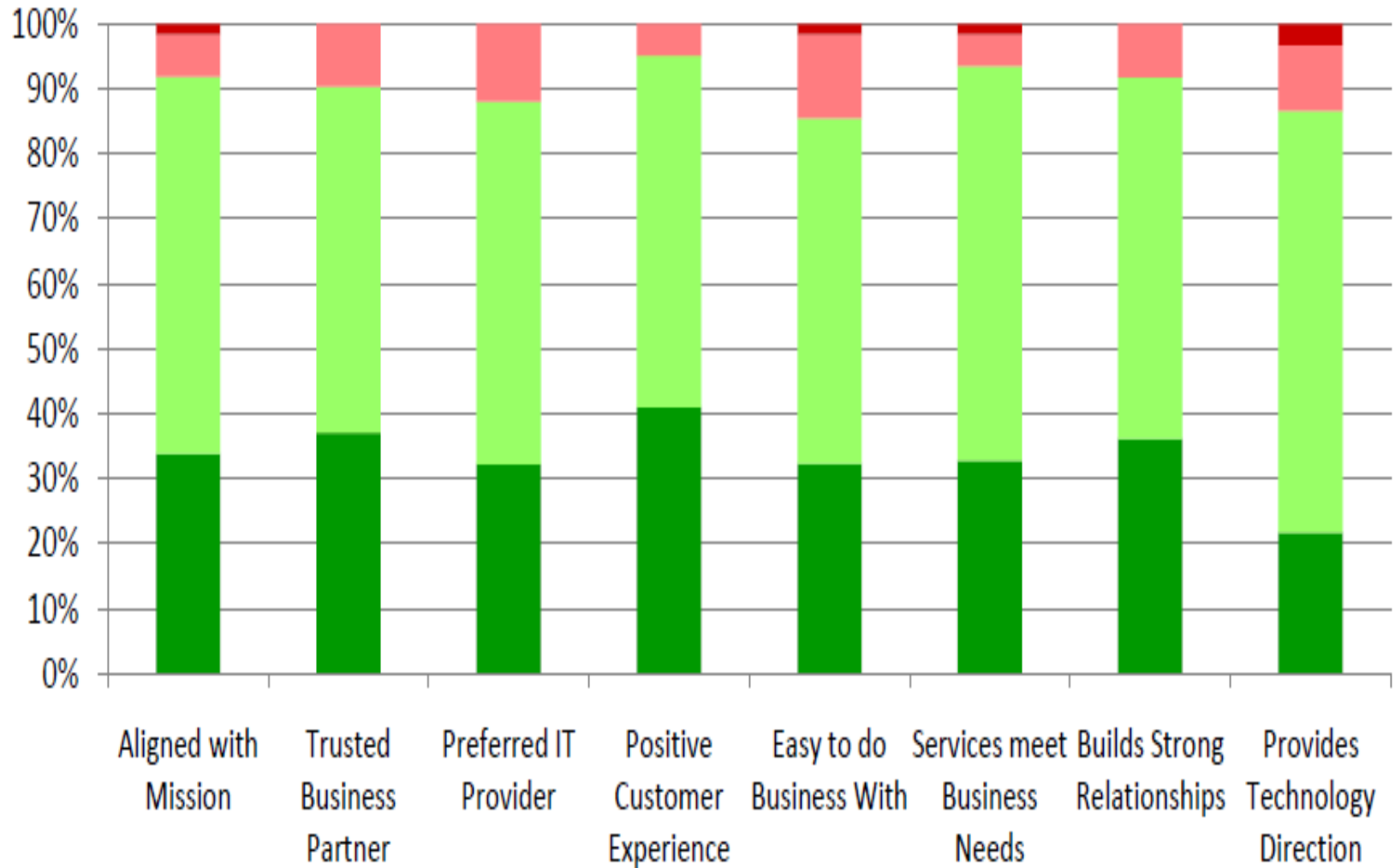
- *EA and ITIL groups routinely ignore each other's efforts, but both can benefit from exploiting synergies.*

  EA and IT operations groups must work to integrate their views of solution portfolios and IT services. (Gartner, Nov. 2009)

- ITD will partner with EA in crafting enterprise SLAs.

Customer Survey

Customer Survey
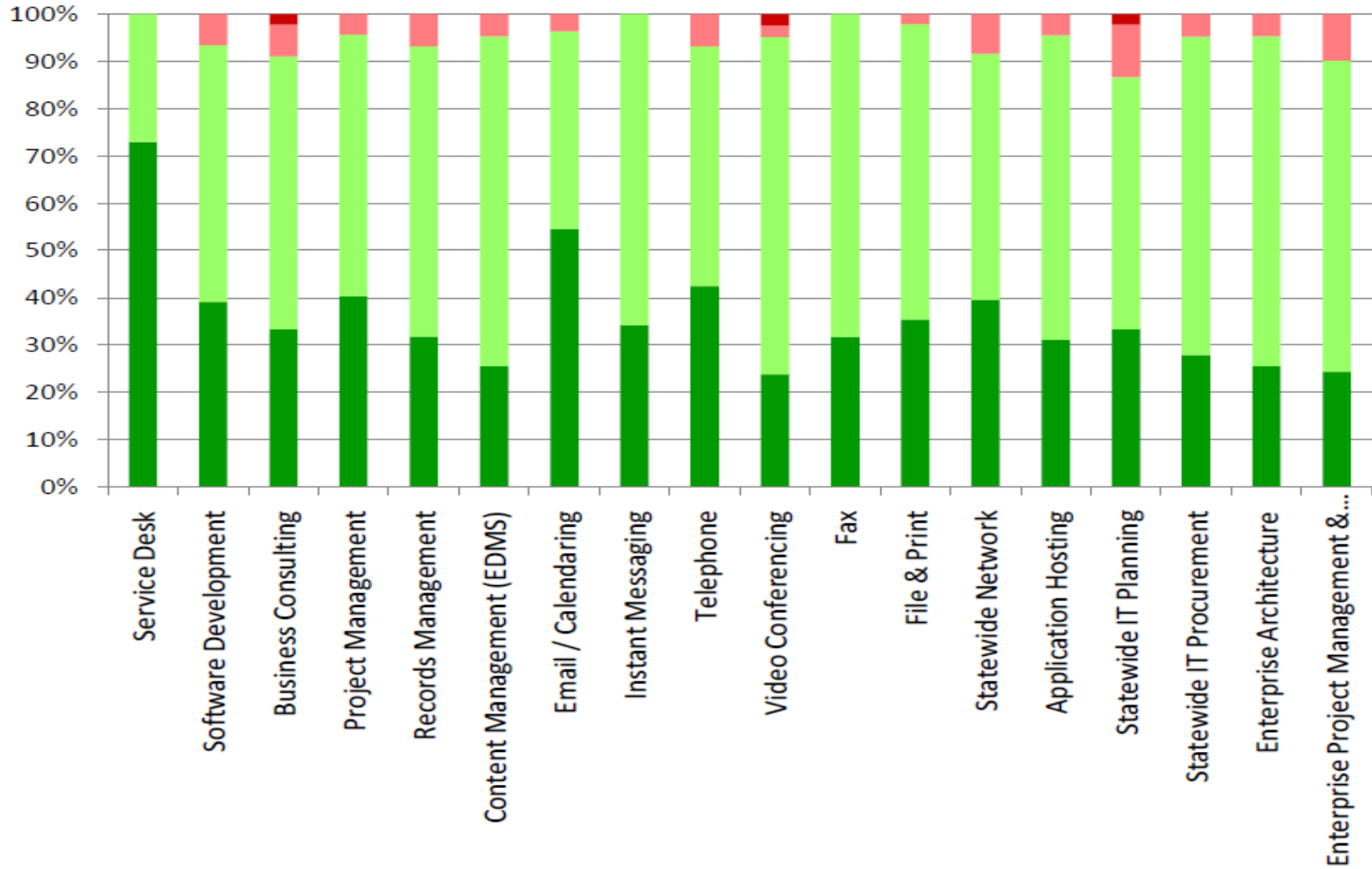
L. Dean Glatt, Director

Computer Systems Division

ITD Pilot Project
- Windows 7 -

- Scope of Project
  - 32 or 64 bit viability
  - Application Compatibility testing
  - Desktop support effort
  - Device driver compatibility
  - Security
  - Sharepoint wiki/blog area with ITD Findings

32 or 64 bit?

- Why ITD is considering 64 bit

  - Virtualization on the desktop

  - Developer / Misc memory constraints

  - 64 bit applications

  - Hardware impact e.g. >4GB RAM

Hardware

- "Power" laptop

  - We are seeing that the current 8530p is not supported with 64-bit drivers/updates

  - Need to go to the 8530w model

  - Cost difference is $130

Security

- Bitlocker?

  - Should we be using this?

  - Key Backup controls

Findings

- Go online to the ITD Sharepoint wiki

Duane Schell, Director
Telecommunications Division

Network Refresh Update

- Backbone hardware upgrade completed
- DNS solution in place on new backbone
- 10 mb ethernet deployed to education
  - 220 sites completed
- Internet Upgrade completed
  - 2 gig capacity
- Performing cleanup

Network Refresh Update

- Next Steps
  - Over 150 ATM T1 sites remain
  - In planning phase
    - Site availability and migration plan
    - Hoping to deploy in spring
  - Current T1 (1.5 Mb) sites will get 5Mb
- Bismarck Metro
  - Implementing new contract
  - Refreshing hardware

VPN Service Update

- Cisco – current solution
  - No official support for 64 bit
  - Reviewing options
- Juniper – SSL VPN
  - Does support 64 bit
  - 64 bit will determine migration speed
  - Re-think VPN services

Long Distance Update

- Qwest won RFP starting 2010
  - Should be a non-issue
- Calling cards
  - Need to be re-issued
  - Review needs

Dan Sipes, Director
Administrative Services Division

Broadband Rate Changes

Add-on Fee in addition to provider cost will apply to Broadband sites

	Premium	Basic	Residential
Installation Fee	$970.00	-	-
Monthly Add-on	$230.00	$100.00	$50.00
Major Features:			
Net to Net VPN CPE	yes	no	no
VPN Client Required	no	yes	yes
After hours support	yes	no	no
Priority Incident Response (Max Escalation Potential)	Level 2	Level 3	Level 3

Note - Existing broadband sites will not change until July 2011

Load Testing Changes

- All web applications that run on shared ITD infrastructure must be load tested prior to production use in order to avert the risk of degrading server performance.

- Additional protocols have been added to our testing infrastructure and now include AJAX and SOA.

- Load test costs range from $500 to $1,000 for the initial test depending on the number of users.

- More information can be found at http://www.nd.gov/itd/software/app-loa-tes.html

Anti-Virus

- Current version is Symantec Endpoint Protection (SEP) version 11.0.5

- Completed migration of all Anti-Virus version 9 to SEP

- Working with agencies (980 clients) on Anti-Virus version 10.0 to SEP
  - Projected date to shut off the version 10.0 server is 1/31/2010 – contact is Jeff Brown 328-3456

Security Audit

- IT Coordinator Meeting – January 2010
  Specific date will be announced

- ManTech will also be presenting to SITAC, LAFRC and IT Committee

- Social Engineering

- Isolation of vulnerable applications

Happy Thanksgiving

Thank You!